

## SUPPORT SERVICES FOR THE PDF XPANSION SDK

### 1. INTRODUCTION

Support services are intended to provide our customers with conditions for the successful introduction of our SDK products and technologies into the customers' products as well as qualitative and operational service during the usage of end user products.

The Licensee is aware that:

- The PDF specification created by Adobe Systems Inc. (ISO 32000, ISO 32000-2) is not always unambiguous due to the open nature of the specification, so it may not be possible to achieve identical display results in every PDF application and it may not be identically applicable in every PDF application.
- Only a certain number of properties defined in the specification are supported all the time.
- The software is based on the PDF specification created by Adobe Systems Inc. (ISO 32000, ISO 32000-2) rather than on an attempt to achieve functionality identical to the Adobe Acrobat or Adobe Reader programs irrespective of their version.
- Due to the large amount of possible environments (operating systems, components, fonts, etc.) the results obtained can easily differ from each other and this difference is not considered to be an error.

### 2. TERMS AND DEFINITIONS

**Software Development Kit (SDK):** A set of files supplied as a product (technology) including binary files, developer's resources, examples and documentation. An integral part of the SDK is one or several license files and an individual key for each license (if this is provided technically).

**SDK Version:** The product version mentioned in the SDK documentation, as a rule in a two-part decimal format (e.g., 11.0). The license file from one version cannot be used for a different version.

**SDK Technical Version (build):** The version of the SDK binary files. This version is the same in the binary file set and is defined by the field "ProductVersion" in the binary file resource. The technical version is represented by four decimal parts, e.g., 11.0.2.7.

**Patch:** A new build of a specific SDK version with bug fixes.

**Update:** A patch providing the Licensee with new features and/or improvements.

**License File:** A file that is a component of the SDK and redistributable files. It contains individual information about the SDK license holder as well as permissions for usage of individual SDK functions. SDK functionality that is not permitted in the license file cannot be used.

**Licensee Product:** Any software produced by the Licensee that includes or uses the SDK product functionality.

**Redistributable Files:** A set of files included in the SDK set that must be supplied together with the Licensee Product files to the end user's computer in a complete set specified in the

documentation of the SDK and in compliance with the requirements for installation and registration stated in this documentation.

**Developer Resources:** Header files and samples supplied in the SDK set and intended for qualitative integration of SDK functionality. Making these files available to end users together with the Licensee Product is forbidden.

**SDK Documentation:** The information materials supplied both as part of the SDK set and in the support service process.

**Content Documents:** The documents generated through the actions/functioning of the SDK component or used and processed by the SDK components.

**An error is considered to have occurred:**

- If a failure appears that makes further usage of the SDK, the Licensee Product or the operating system where the SDK has been used impossible or difficult.
- If the results of work contradict the PDF specification or documentation for the SDK.
- If the work results do not correspond to an original file (set of data) and this is caused by the SDK, which has led to a failure of some function(s) in the Licensee Product.

**Technical Support (TS):** The process providing the Licensee the assurance of trouble-free work with soft Xpansion SDK products in accordance with the support service level stated in a license agreement.

**Standard Technical Support (STS):** TS addressing the standard functionality of soft Xpansion SDK products in the form of responding to requests/incidents/problems via the service portal, e-mail and by phone. STS only includes processing requests for resolving cases of defective functioning of SDK components that do not comply with the approved technical requirements of the SDK caused by errors in program adjustments (coding) that make proper functioning of the system absolutely impossible. STS does not cover the elimination of errors caused by unauthorized interference with the functioning of the SDK and external software and hardware necessary for its functioning (operating systems, networks, equipment) or the introduction of changes to their functionality not specified in the accompanying documentation and made in violation of the respective rules and without the consent of the Licensor.

**Extended Technical Support (ETS):** Technical support addressing requests that are not covered by STS service. ETS concerns requests for the following work:

- Work on the correction of errors not included in STS.
- Advice regarding the development and optimal usage of the SDK.
- Advice regarding the installation and adjustment of SDK components.
- Work on the improvement of the functioning and program interface of SDK components.

**Technical conditions for providing STS:**

- The error is detected in SDK components that have not been changed since the moment of the transfer.
- The error is not due to problems of functioning, instability or errors of processing the requests from the Licensee Product components using the SDK components.
- The error is not connected with changing the format of transferred/received data.

- The error is not due to changes in the source code and accompanying materials made by the Licensee's developers.
- The installation and usage of accompanying software meets the requirements described in the documentation of the SDK.
- No additional software was installed by the Licensee's developers that might have led either to errors in operation or full or partial failure of SDK components.
- Incidents/problems/requests connected with the program product environment not supported by SDK products, e.g., OS, platform, language etc., will not be processed.
- Incidents/problems/requests connected with versions, service packets and corrections to the software not supported by SDK products will not be processed.
- The error regards the capacity of SDK components, i.e., the processing speed of certain operations, the amount of data generated or converted or the operating memory volume.
- The error is not caused by hardware failure.

Standard Technical Support does not process incidents/problems/requests that refer to developer support. They include:

- Consulting and assistance regarding the use of SDK product components.
- Consulting and assistance regarding problems arising from making changes in the functioning of existing SDK product components.
- Consulting and assistance regarding the creation and/or checkout of the program code or applications based on the SDK components.
- Answers to "how" questions related to developer support or consulting ("How to implement FUNCTION X using the development methods?").

### 3. SUPPORT SERVICES

#### **Warranty Support Service (WSS)**

This service includes:

- Standard Technical Support.
- Free-of-charge patches and updates for the purchased SDK version.
- Notification about the release of new SDK versions.

#### **Maintenance Service (MS)**

This service includes:

- WSS during the whole period of MS validity.
- Extended Technical Support.
- Free-of-charge new versions of the SDK within the purchased functionality, as well as recommendations and consulting for developers regarding upgrading to a new SDK version.

#### **Technical Support Service (TSS)**

This service is intended to render ETS in three cases:

- If the Licensee does not have MS.
- If the Licensee has MS but the time limit for ETS has expired.
- To provide support for the old version if MS has expired for it.

The service shall be rendered for the Licensee by the Licensor at the Licensee's request as quickly as the availability of the Licensor's technical personnel permits.

**Urgent Support Service (USS)**

This service is intended to render urgent RTP. In this case the Licensor's technical specialists are engaged immediately upon acknowledgement of accepting the Licensee's request to provide USS service to resolve the corresponding issue. Contact persons will be appointed on behalf of both the Licensee and the Licensor and the means of communication will be defined for rendering this service. The Licensor will provide operational information regarding the situation while processing the request not less than once every two hours during working hours.